



TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

GENERAL MANAGER

Class Description

DEPARTMENT/DIVISION: General Manager

DEFINITION

Under policy direction, plans, organizes and provides administrative direction and oversight for all Town of Discovery Bay Community Services District (District) functions and activities; provides policy guidance and program evaluation to the Board of Directors and management staff; encourages and facilitates provision of services to District residents and businesses; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; pursues appropriate avenues of economic and community development; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction by the Board of Directors. Exercises general direction and supervision to the entire District staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

The General Manager serves as the Chief Executive Officer of the District, accountable to the Board of Directors and responsible for enforcement of all District codes and regulations, the conduct of all financial activities and the efficient and economical performance of the District's operations.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes and administers, either directly or through subordinate management and supervisory staff, coordinates and evaluates the work of the District in accordance with applicable laws, codes and regulations, and adopted policies and objectives of the Board of Directors.
- Directs and coordinates the development and implementation of goals, objectives and programs for the Board of Directors and the District; develops administrative policies, procedures and work standards to ensure that the goals and objectives are met and that programs provide mandated services in an effective, efficient and economical manner.
- Oversees the preparation of the annual budget for the District; authorizes directly or through staff, budget transfers, expenditures and purchases; provides information regarding the financial condition and needs to the Board of Directors.
- Advises the Board of Directors on issues, programs and financial status; prepares and recommends long- and short-range plans for District service provision, capital improvements and funding; and directs the development of specific proposals for action regarding current and future District needs.
- Oversees the administration, construction, use and maintenance of all District facilities and equipment, including buildings, parks, facilities other public property.
- Represents the District and the Board in meetings with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations; acts as the District liaison with the media.
- Provides for the investigation and resolution of complaints regarding the administration of and services provided by the District government.

- Provides for contract services and ensures proper performance of obligations to the District; has responsibility for enforcement of all District codes and regulations.
- Oversees the selection, training, professional development and work evaluation of District staff; oversees the implementation of effective employee relations and related programs; provides policy guidance and interpretation to staff.
- Directs the preparation of and prepares a variety of correspondence, reports, policies, procedures and other written materials.
- Oversees the maintenance of working and official District files.
- Ensures that the Board is kept informed of District functions, activities and financial status and of legal, social and economic issues affecting District activities.
- Monitors changes in laws, regulations and technology that may affect District operations; implements policy and procedural changes as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation and supervision of staff, either directly or through subordinate levels of supervision.
- Principles, practices and procedures of public administration in a municipal setting.
- Functions, services and funding sources of a municipal government.
- Functions, authority, responsibilities and limitations of an elected Board of Directors.
- Applicable federal and state laws, codes, ordinances and regulations.
- Principles and practices of municipal budget development, administration and accountability.
- Principles, practices and legal elements of California economic and community development and redevelopment.
- Current social, political and economic trends affecting District government and service provision.
- Modern office practices, methods and computer equipment; related software application methods and procedures.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for dealing with vendors, contractors, District staff and a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.
- Safe driving principles and practices.
- Safe work practices.

Skill in:

- Planning, administering, coordinating, reviewing and evaluating the functions, activities and staff of the District.
- Working cooperatively with, providing staff support to and implementing the policies of the Board of Directors.
- Developing and implementing goals, objectives, policies, procedures, work standards and internal controls.
- Overseeing all District financial activities, including administering investments, the development and implementation of the District budget and the control of all expenditures and purchases.
- Interpreting, applying and explaining complex laws, codes, regulations and ordinances.
- Effectively representing the District in meetings with governmental agencies, community groups and various businesses, professional, educational, regulatory and legislative organizations and the media.
- Directing the preparation of and preparing clear and concise reports, correspondence, policies, procedures and other written materials.
- Using English effectively to communicate in person, over the telephone and in writing.
- Providing exceptional customer service to other District staff and the public.

- Using tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establishing and maintaining effective working relationships with employees and those contacted in the course of the work.
- Operating modern office equipment including computer equipment and software programs.
- Operating a motor vehicle safely.

EDUCATION AND EXPERIENCE:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Graduation from a four-year college or university with major course work in public or business administration, public policy, finance or a field related to the work and five years of management or administrative experience in a municipal or other public agency setting. Possession of an appropriate Master's degree and experience in working with an elected Board or Council is highly desirable.

License:

Must possess and maintain a valid California class C driver's license and have a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file General Manager information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels and controlled temperature conditions, although there may be occasional exposure to inclement weather conditions, noise, dust and potentially hazardous materials. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays.

Note: All employees of the Town of Discovery Bay Community Services District are designated by state law to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees' normal work assignments and may continue through the recovery phase of the emergency.